

PERFORM ICT SYSTEM SUPPORT

UNIT CODE: IT/OS/ICT/CR/4/6

UNIT DESCRIPTION

This unit covers the competencies required for performing ICT Infrastructure support. It involves identification and Documentation of ICT infrastructure equipment, Evaluation of the possible causes of failures of the components, diagnose and fix problems, test component performance and perform user training.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Identify and Document ICT infrastructure equipment	1.1 Perform audit on existing <i>ICT Components and Infrastructure</i> as per the manufacturers manual 1.2 Perform ICT Components and Infrastructure documentation 1.3 Classification of ICT infrastructural components is done. 1.4 Specifications of ICT infrastructure is established based on manufacturer's manual 1.5 Tools for ICT infrastructural support are identified as per the audit report 1.6 <i>Safety and precautions measures</i> are identified as per the internal ICT policy 1.7 Maintain the ICT Infrastructure and components asset register to date
2. Evaluate the state of performance and possible causes of failures of the components	2.1 Perform troubleshooting of failed components 2.2 Determine Possible causes of failure 2.3 Carry out repair or replacement of failed components 2.4 Test the repaired or replaced component 2.5 Adopt component failure Prevention measures 2.6 Generate report
3. Diagnose and fix problems	3.1 Tools and equipment for diagnosing and fixing the problem are identified 3.2 <i>Troubleshooting</i> activities are carried out to establish causes of problems. 3.3 Problems identified are fixed as per the manufacturer guidelines.

ELEMENT	PERFORMANCE CRITERIA <i>(Bold and italicised terms are elaborated in the Range)</i>
	3.4 Generate a report
4. Test components performance	4.1 System is powered on and performance analysis is carried out 4.2 Recommendation from performance analysis is done. 4.3 Test performance report is generated
5. Perform User training	5.1 User training needs are identified 5.2 User skill set is determined based on the user training needs report 5.3 User training is conducted based on the user training needs report.

RANGE

This section provides work environment and conditions to which the performance Criteria apply. It allows for different work environment and situations that will affect Performance.

Variable	Range <i>May include but is not limited to:</i>
1. ICT components and infrastructure	1.1 Software 1.2 Hardware 1.3 People 1.4 Data 1.5 Procedures 1.6 Information
2. Safety and precautions measures	2.1 are activities and precautions taken to improve safety in a workplace
3. Troubleshooting	3.1 Refers to a systematic approach to problem solving that is often used to find and correct issues with machines, electronics, computers and software systems

REQUIRED KNOWLEDGE AND UNDERSTANDING

The individual needs to demonstrate knowledge and understanding of:

1. Troubleshooting techniques
2. ICT Infrastructure auditing procedures
3. ICT safety and precautions measures
4. ICT Prevention measures
5. Performance monitoring techniques
6. ICT policy
7. Causes of hardware and software failure
8. Components of ICT Infrastructure
9. User training procedures

FOUNDATION SKILLS

The individual needs to demonstrate the following additional skills:

- Communications (verbal and written);
- Proficient in ICT;
- Time management;
- Analytical
- Faults troubleshooting
- Problem solving;
- Planning;
- Decision making;
- Report writing;

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and understanding and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Performed audit on existing ICT Components and Infrastructure 1.2 Identified and used appropriate Tools for ICT infrastructural support 1.3 Performed Troubleshooting on the ICT infrastructure and components 1.4 Identified and applied Safety and precautions measures as per the internal ICT policy
2. Resource Implications	2.1 Resources the same as that of workplace are advised to be applied Included: computers, printers, servers, routers, switches, etc.
3. Methods of Assessment	Competency may be assessed through: 3.1 Oral questioning 3.2 Practical demonstration 3.3 Observation
4. Context of Assessment	4.1 Competency may be assessed individually in the actual workplace or through simulated work environment
5. Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.